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Information and documentation — International library statistics

*Information et documentation — Statistiques internationales de
bibliothèques*

Please see the administrative notes on page iii

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ISO/CEN PARALLEL PROCESSING

The CEN Secretary-General has advised the ISO Secretary-General that this final draft International Standard covers a subject of interest to European standardization. Consultation on the ISO/DIS had the same effect for CEN members as a CEN enquiry on a draft European Standard. In accordance with the ISO-lead mode of collaboration as defined in the Vienna Agreement, this final draft, established on the basis of comments received, is hereby submitted to a parallel two-month FDIS vote in ISO and formal vote in CEN.

Positive votes shall not be accompanied by comments.

Negative votes shall be accompanied by the relevant technical reasons.

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights.

ISO 2789 was prepared by Technical Committee ISO/TC 46, *Information and documentation*, Subcommittee SC 8, *Quality — Statistics and performance evaluation*.

This third edition cancels and replaces the second edition (ISO 2789:1991), which has been technically revised to identify and overcome problems in the practical application of ISO 2789:1991 and to take account of developments in library practice (particularly those concerned with electronic resources and automation) that have occurred since its origination.

Introduction

This International Standard provides guidance to the library and information services community on the collection and reporting of statistics.

Clauses 3 and 6 form the core of this International Standard. Clause 3 provides definitions for most of the elements which constitute a library service; these are for statistical purposes only. Clause 6 recommends how each of these elements should be counted. Users will need to consult both clauses for the complete picture.

In addition to the original purposes of giving general guidance on the keeping of library statistics for the compilation of national statistics used for international reporting, there is a particular requirement to specify data provision required by ISO 11620.

As regards electronic resources and services, some measures are described in this International Standard as targets to be aimed at where their actual compilation may not be generally feasible at this time. With regard to those clauses of the main standard that concern such electronic resources and services, readers should particularly bear in mind the important explanations and guidelines of Annex A.

It is recognized that not all measures specified in this International Standard can be collected by libraries of different type and size. To give greater completeness, several additional measures (important for some sectors only) are described in Annex B. The aim is to ensure that, where a particular statistic is collected, the same definitions and methods are used.

All the annexes are normative. Annex C is an innovation which is important for the compilation and publication of national statistics so that they can be truly comparable between countries and over time.

The strong requirement to describe and publicize library activities can only be satisfied if data collection in libraries follows the lines of this International Standard. As far as possible, libraries should collect all data named in this International Standard that concern their activities.

The presentation and publication of statistics always need careful attention but are considered to be beyond the scope of this International Standard.

This International Standard will be maintained by a Working Group that will monitor developments and incorporate additional statistical measures as needed.

Information and documentation — International library statistics

1 Scope

This International Standard provides guidance for the library and information services community on the collection and reporting of statistics

- for the purposes of international reporting,
- to ensure conformity between countries for those statistical measures that are frequently used by library managers but do not qualify for international reporting,
- to encourage good practice in the use of statistics for the management of library and information services, and
- to specify data provision required by ISO 11620.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 11620:1998, *Information and documentation — Library performance indicators*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

3.1 Libraries

3.1.1

administrative unit

any independent library, or group of libraries, under a single director or a single administration

NOTE 1 The term “independent” does not imply legal or financial independence but only that the library is a recognizably separate unit, typically within a larger organization.

NOTE 2 Typically, the administrative unit is an organization containing a central/main library, branch libraries and administrative functions. See the Example in 6.1.1.

3.1.2

branch library

part of a larger administrative unit providing, in separate quarters, a service for a particular user group (e.g. children, faculties) or for a locally defined clientele

NOTE Institute, departmental and other affiliated libraries are included. Mobile libraries are excluded.

3.1.3

central library

main library

usually that part or those parts of an administrative unit where the main administrative functions and the important parts of the library collection and services are located

NOTE An administrative unit comprising several branch libraries does not necessarily include a central library.

3.1.4

external service point

point away from library premises at which a certain service is regularly offered to users

NOTE 1 This includes places within a locality at which library material is deposited for informal circulation to a restricted group of users but without other library services, for example, old peoples' homes, community centres, collections for hospital patients, etc. Mobile libraries are excluded.

NOTE 2 The points at which mobile libraries stop are not counted as external service points.

NOTE 3 A simple PC connection to a place outside the library (e.g. in a students' home) is not counted as an external service point.

3.1.5

library

organization, or part of an organization, the main aims of which are to build and maintain a collection and to facilitate the use of such information resources and facilities as are required to meet the informational, research, educational, cultural or recreational needs of its users

NOTE 1 These are the basic requirements for a library and do not exclude any additional resources and services incidental to its main purpose.

NOTE 2 Where a library has more than one function (e.g. school library and public library), it must either decide what is its primary function or, in extreme cases, must divide its functionalities and report data accordingly.

3.1.6

library of an institution of higher education

library whose primary function is to serve students, academic and professional staff in universities and other institutions of education at the third (tertiary) level and above

NOTE It may also serve the general public.

3.1.7

mobile library

library, sometimes a division of a public library, using specially equipped transport and furnished to provide documents and services directly to users as an alternative to access on library premises

NOTE Adapted from ISO 5127:2001.

3.1.8

national library

library that is responsible for acquiring and conserving copies of all relevant documents in the country in which the library is located; it may function as a legal deposit library

NOTE 1 Adapted from ISO 5127:2001.

NOTE 2 A national library will also normally perform some or all of the following functions: produce the national bibliography, hold and keep up to date a large and representative collection of foreign literature including documents about the country; act as a national bibliographic information centre; compile union catalogues; supervise the administration of other libraries and/or promote collaboration; coordinate a research and development service, etc.

NOTE 3 The definition of "national library" allows for more than one national library in a country.

3.1.9**public library**

general library that serves the whole population of a local or regional community and is usually financed, in whole or in part, from public funds

NOTE 1 Adapted from ISO 5127:2001.

NOTE 2 A public library may be intended for the general public or for special groups of users, such as children, visually impaired persons, hospital patients or prisoners. Its basic services are free of charge or available for a subsidized fee. This definition includes services provided to schools by a public library organization.

3.1.10**school library**

library attached to all types of schools below the third (tertiary) level of education whose primary function is to serve the pupils and teachers of such a school

NOTE 1 A school library may also serve the general public.

NOTE 2 This includes libraries and resource collections in all educational institutions below the third level, which may be described as "Colleges", "Colleges of Further Education", "Vocational Institutes", etc.

3.1.11**special library**

independent library covering one discipline or particular field of knowledge or a special regional interest

NOTE 1 The term special library includes libraries primarily serving a specific category of users, or primarily devoted to a specific form of document, or libraries sponsored by an organization to serve its own work-related objectives.

NOTE 2 The statistics of special libraries should be collected and presented separately for those in the areas given in 3.1.11.1 to 3.1.11.7 (differentiated according to funding institutions).

3.1.11.1**government library**

library maintained to serve any government service, department or agency, or parliament, including both international, national and local (regional) government organizations

3.1.11.2**health-service library****medical library**

library which serves health-service professionals in hospitals or elsewhere, whether in the private or public sector

NOTE Pharmaceutical company libraries should be included under 3.1.11.4.

3.1.11.3**library of professional and learned institutions and associations**

library maintained by professional or trade associations, learned societies, trade unions and other similar bodies whose primary objective is to provide services to the members and practitioners of a specific trade or profession

3.1.11.4**industrial and commercial library**

library in any industrial enterprise or business firm, maintained by the parent organization to serve the information needs of its staff

NOTE The term industrial and commercial library includes libraries maintained by information and management consultants, manufacturing and service industries and libraries of commercial legal practices.

3.1.11.5

media library

library serving media and publishing firms and organizations, including newspapers, publishers, broadcasting, film and television

3.1.11.6

regional library

major library serving a particular region whose primary function cannot be described as that of a public, school or academic library nor as part of a national library network

3.1.11.7

other library

any library not included elsewhere, e.g. library within voluntary organizations, museums, etc.

3.2 Collection

3.2.1

abstract and indexing database

collection of bibliographic references analysing and presenting, on a continuous basis, periodical and/or other titles that usually relate to a common discipline or geographic area

NOTE This includes electronic reference and indexing tools which, in print form, would be counted as periodicals. Databases primarily containing full text are excluded.

3.2.2

access rights

rights for reaching or using the library collection

NOTE For the electronic collection, this implies that the library has secured permanent or temporary access for its users by law, license or other contractual and/or cooperative agreement.

3.2.3

addition

acquisition

document or item added to a collection during the reporting period

NOTE Additions may be obtained, for example, by purchase, licensing, legal deposit, donation or exchange.

3.2.4

audiovisual document

document in which sound and/or pictures are prominent, and which requires the use of special equipment to be seen and/or heard

NOTE 1 Adapted from ISO 5127:2001.

NOTE 2 This includes audio documents such as records, tapes, cassettes, audio compact discs, files of digital audio recordings; visual documents such as slides, transparencies, and combined audiovisual documents, such as motion pictures, video recordings, etc. Microforms are excluded.

NOTE 3 The use of networked audiovisual documents is counted in accordance with Annex A.

3.2.5

book

non-serial printed document in codex form

3.2.6

cartographic document

conventional representation, on a reduced scale, of concrete or abstract phenomena which can be localized in space and time

NOTE This includes documents such as two- and three-dimensional maps, globes, plans, topographic models, tactile maps and aerial representations, but excludes atlases and any other cartographic documents in codex, micro, audiovisual and electronic form.

3.2.7

Compact Disc Read-Only Memory

CD-ROM

computer-based information storage and retrieval medium based on laser technology that contains data in text and/or multimedia formats

NOTE CD-ROMs are counted according to their contents as database, digital document, or electronic serial.

3.2.8

database

collection of electronically stored data or unit records (facts, bibliographic data, and texts) with a common user interface and software for the retrieval and manipulation of the data

NOTE 1 The data or records are usually collected with a particular intent and are related to a defined topic. A database may be issued on CD-ROM, diskette, or other direct-access method, or as a computer file accessed via dial-up methods or via the Internet.

NOTE 2 Licensed databases are counted separately even if access to several licensed database products is effected through the same interface.

NOTE 3 For further subdivision of databases, see B.2.1.7.

3.2.9

digital document

information unit with a defined content that has been digitized by the library or acquired in digital form as part of the library collection

NOTE 1 This includes eBooks, electronic patents, networked audiovisual documents and other digital documents, e.g. reports, cartographic and music documents, preprints, etc. Databases and electronic serials are excluded.

NOTE 2 Items incorporated in databases are covered by 3.2.8.

NOTE 3 A digital document may be structured into one or more files.

3.2.10

document

recorded information or material object, which can be treated as a unit in a documentation process

[ISO 5127:2001]

NOTE Documents may differ in their physical form and characteristics.

3.2.11

electronic book

eBook

digital document, licensed or not, where searchable text is prevalent, and which can be seen in analogy to a print book (monograph)

NOTE 1 The use of eBooks is, in many cases, dependent on a dedicated device and/or a special reader or viewing software.

NOTE 2 eBooks can be lent to users either on portable devices (eBook readers) or by transmitting the contents to the user's PC for a limited time period.

NOTE 3 Doctoral dissertations in electronic format are included.

3.2.12

electronic collection

all resources in electronic form in the library collection

NOTE The electronic collection includes databases, electronic serials and digital documents. Free Internet resources which have been catalogued by the library in its OPAC or a database should be counted separately (see 6.2.15).

3.2.13

electronic serial

serial published in electronic form only or in both electronic and another format

NOTE Comprises serials held locally and remote resources for which access rights have been acquired, at least for a certain period of time.

3.2.14

full-text database

collection of original texts (monographs, reports, journal articles, etc.), printed music, cartographic or graphic documents

NOTE 1 Patents and electronic serials are excluded.

NOTE 2 A database with a mixture of full texts, moving images or sound and other items should be counted as a full-text database.

3.2.15

government document

document published at government expense or as required by law or by an international agency (e.g. United Nations, European Union and UNESCO)

NOTE Patents are dealt with in 3.2.26. Other government documents are counted in accordance with their format (see B.3.3.).

3.2.16

graphic document

print document in which pictorial representation is the most prominent feature

NOTE This is pictorial rather than linguistic, musical or cartographic in form. It includes art prints, art originals, art reproductions, photographs, posters, study prints, technical drawings, etc., but excludes graphic items in codex form or in microform, audiovisual and electronic form.

3.2.17

library collection

all documents provided by a library for its users

NOTE 1 Comprises documents held locally and remote resources for which permanent or temporary access rights have been acquired.

NOTE 2 Access rights may be acquired by the library itself, by a consortium and/or through external funding.

NOTE 3 Acquisition is to be understood as deliberately selecting a document, securing access rights and including it in the OPAC or other databases of the library. Interlibrary lending and document delivery are excluded.

NOTE 4 Does not include links to Internet resources for which the library has not secured access rights by legal agreements (e.g. legal deposit right), license or other contractual and/or cooperative agreement. Free Internet resources which have been catalogued by the library in its OPAC or a database should be counted separately (see 6.2.15).

3.2.18

manuscript

original document that is handwritten or in typescript

NOTE Bound volumes and other units (fragments, rolls, autographs, etc.) may be counted separately.

3.2.19**microform**

photographic document requiring magnification when used

NOTE 1 Adapted from ISO 5127:2001.

NOTE 2 Microfiche and microfilm are included.

NOTE 3 Slides and similar documents are counted as audiovisual documents.

3.2.20**monograph**

publication in print or non-print form, either complete in one volume or complete, or intended to be completed, in a finite number of volumes

[ISO 5127:2001]

3.2.21**monographic series**

number of monographs related to other monographs through the addition of a collective title

[ISO 9707:1991]

3.2.22**multimedia document**

document combining different information media, text, graphics, photos, video, audio, in digital format

NOTE Multimedia documents are counted according to their main features or purposes e.g. as a database, an electronic serial or a digital document.

3.2.23**newspaper**

serial, which contains news on current events of special or general interest, the individual parts of which are listed chronologically or numerically and usually appear at least once a week

NOTE Electronic newspapers are included.

3.2.24**other database**

database containing descriptive information or numeric data that is usually consulted for specific pieces of information rather than read consecutively, e.g. directories, encyclopaedias, dictionaries, statistical tables and figures, and/or collections of scientific formulae

3.2.25**other digital document**

digital document other than an eBook, networked audiovisual document or electronic patent, e.g. report, preprint, cartographic or music document, etc. in electronic format

3.2.26**other library document**

non-electronic document or item other than a book, serial, manuscript, printed music document, microform, cartographic, audiovisual, graphic document, patent separately specified in this International Standard

NOTE This includes items such as dioramas and other three-dimensional documents, games, toys, etc. Documents in Braille are counted as print documents.

3.2.27**patent**

government document granting an inventor the sole right to use or license an invention together with associated documentation

3.2.28

periodical

serial under the same title published at regular or irregular intervals, over an indefinite period, individual issues in the series being numbered consecutively or each issue being dated

NOTE 1 Adapted from ISO 9707:1991.

NOTE 2 Series of reports, transactions of institutions, series of regular conference proceedings and annuals are included, while newspapers and monographic series are excluded.

NOTE 3 Electronic periodicals are included.

3.2.29

physical unit

physically coherent document unit, inclusive of any protective devices, freely movable against other document units

NOTE 1 Coherence may be achieved, for example, by binding or encasement.

NOTE 2 For printed documents, the term “volume” is used for the physical unit (see also volume).

3.2.30

printed music document

document, the essential content of which is a representation of music, normally by means of notes

NOTE May be in sheet or codex form.

3.2.31

serial

document in print or in non-print form, issued in successive parts, usually having numerical or chronological designations, and intended to be continued indefinitely, whatever its periodicity

NOTE 1 Adapted from ISO 5127:2001.

NOTE 2 Monographic series are excluded and should be counted as books.

NOTE 3 For the purpose of this International Standard, serials are subdivided into newspapers and periodicals, each of these by format into electronic and non-electronic serials.

3.2.32

stock

number of documents of a certain type (e.g. books and serials, microforms, electronic serials) held locally or in remote resources for which access rights have been acquired, at least for a certain period of time

NOTE To be measured at the end of the reporting period.

3.2.33

title

words at the head of a document thus identifying it and normally distinguishing it from others

[ISO 5127:2001]

NOTE For measuring purposes, “title” describes a document, which forms a separate item with a distinctive title, whether issued in one or several physical units, and disregarding the number of copies of the document held by the library.

[ISO 11620:1998/Amd.1:—¹⁾]

1) To be published.

3.2.34 volume

physical unit for a printed document assembling a certain number of leaves under one cover to form a whole or part of a set

NOTE Adapted from ISO 5127:2001.

3.2.35 withdrawal

document or item withdrawn from a collection during the reporting period

NOTE Withdrawals may be effected, for example, by discarding, transferring or, in the case of electronic resources, by deletion from files or cancelling licenses.

3.3 Library use and users

3.3.1 active borrower

registered user who has borrowed at least one item during the reporting period

3.3.2 active user

registered user who has visited or made use of library facilities or services during the reporting period

NOTE This may include the use of electronic library services.

3.3.3 document downloaded

full text of a document, or part of a document, in the electronic collection that is delivered to a user

3.3.4 electronic document delivery, mediated

electronic transmission of a document or part of a document from the library collection to a user, mediated by library staff, not necessarily via another library

NOTE 1 Electronic transmission of documents to members of the population to be served is included. Fax transmission is excluded.

NOTE 2 May be split up as to transmission with or without charge to the user.

NOTE 3 Unmediated downloading by users from the electronic collection of the library is in accordance with Annex A.

NOTE 4 The forms of lending and delivery services defined in this International Standard are shown in Table 1.

Table 1 — Forms of lending and delivery services

Supplier		library		document supplier
Recipient		user	other library	user (via library)
Transmission format	original	Loan	ILL	EDS
	print copy	Loan	ILL	EDS
	electronic	EDD	EDD	EDS
ILL: Interlibrary lending. EDD: Electronic document delivery (mediated). EDS: External document supply.				

3.3.5

electronic service

electronic library service, which is either supplied from local servers or accessible via networks

NOTE Electronic library services include the OPAC, the library website, the electronic collection, electronic document delivery (mediated), electronic reference service, user training on electronic services and Internet access offered via the library.

3.3.6

external document supply

document or part of it, in prints or electronic form, delivered from outside the library collection by non-library suppliers (not through interlibrary lending) with the library being involved in the transaction and/or the payment

NOTE 1 It is irrelevant whether a number of individual transactions is paid per view or a certain number of transactions have been prepaid.

NOTE 2 The forms of lending and delivery services defined in this International Standard are shown in Table 1.

3.3.7

information request

information contact that involves the knowledge or use of one or more information sources (such as printed and non-printed materials, machine-readable databases, the library's own and other institutions' catalogues) by library staff

NOTE 1 Adapted from ANSI/NISO Z39.7-1995^[3].

NOTE 2 May also involve recommendations, interpretation, or instruction in the use of such sources.

NOTE 3 The request can be delivered personally or by means of telephone, regular mail, fax or electronic media (via email, the library website or other networked communications mechanisms).

NOTE 4 It is essential that libraries do not include directional and administrative inquiries, e.g. for locating staff or facilities, regarding opening times or about handling equipment such as reader printers or computer terminals.

NOTE 5 Inquiries are also excluded, if asked for the purpose of locating items of stock that have already been identified bibliographically.

3.3.8

in-house use

documents taken by a user from open access stock for use on the premises

NOTE In-house use includes browsing at the shelves in the sense of a short investigation of the contents, but excludes looking at the titles only for selecting material.

3.3.9

Internet session

Internet access by a user from a workstation provided on the library premises

NOTE Internet sessions can only be counted if users have registered or authenticated themselves when accessing the Internet.

3.3.10

interlibrary lending

loan of a document in its physical form or delivery of a document, or part of it, in copied form, from one library to another which is not under the same administration

NOTE 1 Mediated transmission of documents in electronic form is counted as electronic document delivery.

NOTE 2 The forms of lending and delivery services defined in this International Standard are shown in Table 1.

3.3.11**loan**

direct lending or delivery transaction of an item in non-electronic form (e.g. book), of an electronic document on a physical carrier (e.g. CD-ROM) or other device (e.g. eBook reader), or transmission of an electronic document to one user for a limited time period (e.g. eBook)

NOTE 1 Loans include user-initiated renewals as well as registered loans within the library (on-site loans). Renewals should be counted separately.

NOTE 2 Loans include copied documents supplied in place of original documents (including fax) and printouts of electronic documents made by library staff for the user.

NOTE 3 Loans of documents in physical form to distance users are included here.

NOTE 4 Mediated electronic transmission of documents is counted as electronic document delivery if their use is permitted for unlimited time. This includes transmissions to members of the population to be served.

NOTE 5 The forms of lending and delivery services defined in this International Standard are shown in Table 1.

3.3.12**Online Public Access Catalogue****OPAC**

database of bibliographical records describing the collection usually of one particular library or library system

NOTE It allows searching by name, title and subject and offers online access through public terminals.

3.3.13**on-site loan**

document delivered, in most cases from closed access, for use on the premises

3.3.14**population to be served**

number of individuals for whom the library is set up to provide its services and materials

NOTE 1 Adapted from ISO 11620:1998.

NOTE 2 For public libraries, this will normally be the population of the legal service area (authority); for libraries of an institution of higher education, this will normally be the total of academic and professional staff plus students.

3.3.15**record downloaded**

catalogue record or database entry fully displayed during a session on a database or the OPAC

3.3.16**registered user**

person or organization registered with a library in order to use its collection and/or services within or away from the library

NOTE Users may be registered upon their request or automatically when enrolling in the institution.

3.3.17**rejected session****turnaway**

unsuccessful request of a database or the OPAC because of requests exceeding simultaneous user limit

NOTE Rejection through entry of wrong passwords is excluded.

3.3.18**renewal**

active extension of the loan period for a document initiated by the user

NOTE Automatic renewals generated by the library system without user interaction are excluded.

3.3.19

reservation

action taken when a user requests the supply of a document that is in the library collection or in the process of acquisition but not available at the time

3.3.20

search

query

unique intellectual inquiry in a database or the OPAC

NOTE A search (query) is recorded each time a search request is submitted to the server.

3.3.21

session

successful request of a database or the OPAC

NOTE 1 A session is one cycle of user activities that typically starts when a user connects to a database or the OPAC and ends with explicit (by leaving the database through log-out or exit) or implicit (timeout due to user inactivity) termination of activities in the database. The average timeout period would be 30 min. If another time period is used, this should be reported.

NOTE 2 Sessions on the library website are counted as virtual visits.

NOTE 3 Requests of a general entrance or gateway page should be excluded.

NOTE 4 If possible, requests by search engines should be excluded.

3.3.22

session time

duration of a session

NOTE This will usually be the period of time between a log-in to and an implicit or explicit log-off from a database or the OPAC.

3.3.23

user

recipient of library services

[ISO 11620:1998]

NOTE The recipient may be a person or an institution.

3.3.24

user training

training programme set up with a specified lesson plan, which aims at specific learning outcomes for the use of library services

NOTE 1 User training can be offered as a tour of the library, as library tuition, or as a web-based service for users.

NOTE 2 The duration of lessons is irrelevant.

3.3.25

virtual visit

user's request on the library website from outside the library premises, regardless of the number of pages or elements viewed

3.3.26

visit

user entering the library premises

3.3.27**website**

electronic service that has a unique domain on the Internet and consists of a collection of digital documents

NOTE 1 The pages of a website are usually interconnected by the use of hypertext links.

NOTE 2 Excludes documents that fit the definitions of electronic collection and external Internet resources that may be linked from the library website.

3.4 Access and facilities**3.4.1****access**

ability of reaching and using a service or facility

3.4.2**network**

several workstations that are connected to each other, usually via a computer server, and that can share information resources and services

3.4.3**opening hours**

hours in a normal week when the main services of the library (e.g. reference and loan services, reading rooms) are available to users

3.4.4**seats**

seats provided for users for reading or studying, whether with or without equipment

NOTE Includes seats in carrels, in seminar and study rooms and the audiovisual and children's departments of the library. Excludes seats in halls, lecture and auditory theatres intended for audiences of special events. Also excludes floor space on which users may sit and similar informal seating.

3.4.5**space**

area allocated for library functions

NOTE Space is expressed in square metres.

3.4.6**workstation**

computer that may stand alone or be networked, or a dumb terminal

3.5 Expenditure**3.5.1****capital expenditure**

expenditure which results in the acquisition of, or addition to, fixed assets

NOTE This includes expenditure on building sites, new buildings and extensions, furnishings and equipment, computer systems (hardware and software), etc. When applicable, local and national sales/purchase taxes [e.g. Value Added Tax (VAT)] are included. Licensing costs should be counted in 3.5.2.

3.5.2**operating expenditure****ordinary expenditure**

expenditure incurred in the running of a library

NOTE Money spent on staff and on resources that are used and replaced regularly (see ISO 11620). This includes expenditure on employees, rent, acquisitions and licensing, binding, computer network (operations and maintenance), telecommunication, building maintenance, etc. May also be termed 'current' or 'recurrent' expenditure. When applicable, local and national sales/purchase taxes [e.g. Value Added Tax (VAT)] are included.

3.6 Library staff

3.6.1

library employee

person who works for a library in return for payment

3.6.2

professional staff

person, employed in a library, who has received training in librarianship and/or information science and whose duty requires professional training

NOTE The training may be by formal education or by means of an extended period of work of a professional nature, in a library, under supervision.

3.6.3

qualified specialist staff

library employee who has received training in a specialist discipline other than librarianship and/or information science

NOTE The training may be by formal education or by means of an external period of work of a professional nature under supervision in a specialization such as accountancy, computing, staff management, bookbinding, etc.

3.6.4

other staff

all other library employees without formal qualifications in librarianship/information science or other relevant specialization

NOTE Within this category, there may be a separate count of library employees who work in security and on domestic duties, for example: cleaners, porters, caretakers and catering staff.

3.6.5

volunteers

persons working on library tasks without payment

NOTE Volunteers may receive token reimbursements or expense allowances.

4 Uses, benefits and limitations of statistics

4.1 Background

4.1.1 The statistical data defined and described in this International Standard can be used for the evaluation and comparison of library and information services. The term “library” is used for convenience and should generally be read as including “information services”.

4.1.2 Library statistics are collected by the individual library and should be summarized on a regional, national or international scale for all libraries or for different types of libraries. While individual libraries mostly use statistics for strategic planning, decision making and funding bids, statistics on a national scale are needed to review and formulate policy.

4.1.3 Objectives for library statistics can be summarized as follows:

- to monitor operating results against standards and data of similar organizations;
- to monitor trends over time and the results of innovation;
- to provide a base for planning, decision making, improving service quality, and feedback on the results;

- to demonstrate the value of library services obtained by users, including the potential value to users in future generations;
- to inform national or regional organizations in their support, funding and monitoring roles;
- to publicize the role of libraries both to politicians and to other external audiences.

While the form of statistics varies between academic, public, school and special libraries, and between closed, open and remote access situations, their objectives are the same. Generally, the value of such statistics is to point to particular problems and achievements, and to quantify their significance, rather than to provide specific answers or explanations. Statistics, being essentially historical, can only provide information after the event. However, plans for the future need to start from a solid statistical base.

4.2 Developments in library practice

4.2.1 Library statistics have traditionally focused on inputs, holdings and expenditure. Recent extensions have concentrated on outputs, use and availability, outcomes and impact.

4.2.2 While traditional library statistics are collected over the complete reporting period, this will not be possible for all library services, e.g. in-house use or reference questions. Therefore, this International Standard allows for the application of sampling methods, where data cannot be collected from automated systems, or where data collection over a reporting period would be too time-consuming. For the calculation of a reliable sample size, handbooks of statistical procedures should be consulted.

In recent years, there have been important developments to measure and compare the quality and effectiveness of library services and the efficiency of the use of resources. For this purpose, performance indicators have been developed by the library community. This International Standard specifies data provision required by the performance indicators specified in ISO 11620.

Since this International Standard was first published, electronic information and equipment as well as remote use of library services have spread widely. This International Standard integrates statistics for the electronic part of the collection as well as for new forms of use. Rapid changes in the media and the delivery methods will make a revision of the definitions necessary after a few years. To cope with this problem, measures of use in this area are detailed in Annex A.

4.3 Selection of statistics for the library

This International Standard recognizes that there are many different types of libraries, in different settings, serving different user groups and having a range of unique characteristics (structure, funding, governance, etc.). Not all statistical data named in this International Standard will be relevant for all types of libraries and there will be much additional data relevant for individual libraries.

This International Standard points out which data would be useful on a national scale for different types of libraries. Some data are offered for optional use. Such data are described in Annex B, which recommends more detailed categories of statistics that are already collected nationally in some countries.

5 Reporting statistical data

5.1 General

Statistics referred to in this International Standard should be drawn up at regular intervals, for example annually. The information given should be presented in conformity with the definitions of Clause 3 and should, unless otherwise stated, comply with the recommendations in this International Standard. Every item and activity should be counted as mutually exclusive, i.e. not in more than one category (for example “book” or “electronic resource”, “interlibrary lending”, “electronic document delivery” or “external document supply”).

5.2 Time period to which data refer

The time period covered should be explicitly stated. It will usually be a year. Data referring to a period should cover the specified period in question, not the interval between two successive surveys. Where total numbers are required, e.g. the total of staff or stock of documents, they usually refer to the end of the reporting period unless explicitly stated otherwise.

5.3 Data estimated by sample

Where statistics have been compiled by sample survey rather than from a full count, the method used should be indicated. Care needs to be taken that samples are representative as regards time, place and selection methods, and that bias is not present in the responses. It also needs to be understood that, even where samples are fully representative, the procedure produces estimates that are subject to some error, mainly dependent on the sample size. Where appropriate, the error limits should be included with the published data.

6 Collecting statistical data

6.1 Libraries

6.1.1 Counting administrative units and libraries

Each library should appear in one of the categories defined in 3.1 according to its primary function. The following statistics should be supplied for each entity.

Total number of administrative units plus the numbers of central/main, branch and/or mobile libraries that it contains. This is illustrated in the following example.

EXAMPLE A public library consisting of five branch libraries and two mobile libraries besides the central library would comprise the following:

— administrative units:	1
— central/main libraries:	1
— branch libraries:	5
— mobile libraries:	2
— total libraries:	8

6.1.2 Counting types of libraries

6.1.2.1 National library

The following should be counted:

- a) number of administrative units;
- b) number of libraries:
 - number of those being central/main libraries;
 - number of those being branch libraries;
 - number of those being mobile libraries;

- c) number of external service points;
- d) population of country (at the beginning of the reporting period).

6.1.2.2 Library of an institution of higher education

The following should be counted:

- a) number of administrative units;
- b) number of libraries:
 - number of those being central/main libraries;
 - number of those being branch libraries;
 - number of those being mobile libraries;
- c) number of external service points;
- d) total number of students (undergraduate and graduate), faculty and staff eligible to use the service, both full-time and part-time;
- e) total number of students (undergraduate and graduate), faculty and staff eligible to use the service as full-time equivalent (FTE).

6.1.2.3 Special library

The following should be counted:

- a) number of administrative units; the recommended classification for reporting by type is as follows:
 - government (including agencies and international organizations);
 - health service/medical;
 - professional and learned institutions and associations;
 - industrial and commercial;
 - media;
 - regional;
 - other (including voluntary organizations);
- b) number of libraries in each of the above areas.

6.1.2.4 Public library

The following should be counted:

- a) number of administrative units; the recommended classification for reporting by size of population to be served is as follows:
 - up to 3 000;
 - from 3 001 to 5 000;

- from 5 001 to 10 000;
- from 10 001 to 50 000;
- from 50 001 to 100 000;
- from 100 001 to 500 000;
- over 500 000;

NOTE A distinction may be made between public libraries that are financed mainly by public authorities and those that are financed mainly from private sources.

b) number of libraries:

- number of these being central/main libraries;
- number of those being branch libraries;
- number of those being mobile libraries;

c) number of external service points;

d) total population to be served in a local community or group (population at the beginning of the reporting period).

NOTE This is normally the population of the legal service area.

6.1.2.5 School library

The following should be counted:

a) number of administrative units; the recommended classification by the number of pupils to be served is as follows:

- up to 200;
- from 201 to 500;
- from 501 to 1 000;
- more than 1 000;

b) number of libraries in each of the above areas;

c) total number of pupils and teachers in schools served by the school library.

6.2 Collection

6.2.1 Introduction

For further subdivisions of the categories in 6.2.2 to 6.2.15, see Annex B.

6.2.2 Books and serials (printed material)

6.2.2.1 Stock

The following should be counted:

a) number of physical units in total stock;

- b) number of physical units normally housed on open-access shelves;
- c) number of titles in total stock.

NOTE 1 Where a count of physical units is not feasible, an alternative measure is the length of shelving occupied by stock (see 6.4.5.4). This space measure may also be used to estimate the number of physical units.

Bound periodicals should be counted as physical units. Unbound periodicals and newspapers should be included in the count as if they were collected into bound physical units. Usually a volume will comprise the issues of one year. One loose-leaf binder should be counted as one physical unit.

NOTE 2 If required by the library, books and serials, may be counted separately.

6.2.2.2 Additions

The following should be counted:

- a) number of physical units added to total stock;

NOTE As an alternative, the number of linear metres added to total stock may be calculated.

- b) number of titles added.

NOTE This will frequently equal the number of new full-catalogue records added.

6.2.2.3 Withdrawals

The number of physical units withdrawn should be counted.

NOTE As an alternative, the number of linear metres withdrawn from the stock may be calculated.

6.2.3 Manuscripts

6.2.3.1 Stock

The following should be counted:

- a) number of linear metres of shelves occupied by total manuscript collection;
- b) number of physical units.

NOTE Bound volumes and other units (fragments, rolls, autographs, etc.) may be counted separately.

6.2.3.2 Additions

The following should be counted:

- a) number of linear metres of shelves added to manuscript collection;
- b) number of physical units added.

6.2.3.3 Withdrawals

The number of physical units withdrawn should be counted.

6.2.4 Microforms

6.2.4.1 Stock

The number of physical units should be counted.

Count the number of individual sheets and rolls of microfilm.

6.2.4.2 Additions

The number of physical units added should be counted.

6.2.4.3 Withdrawals

The number of physical units withdrawn should be counted.

6.2.5 Cartographic documents

6.2.5.1 Stock

The number of physical units should be counted.

6.2.5.2 Additions

The number of physical units added should be counted.

6.2.5.3 Withdrawals

The number of physical units withdrawn should be counted.

6.2.6 Printed music documents

6.2.6.1 Stock

The following should be counted:

- a) number of physical units in total stock;
- b) number of physical units normally housed on open access shelves;
- c) number of titles in total stock.

Bound collections of music should be counted as physical units. Unbound items should be included in the count as if they were collected into bound physical units. Where appropriate, cases or folders with separate units in them should be counted.

EXAMPLE Sets of chamber music and orchestral parts are generally counted by the set, not as separate parts.

6.2.6.2 Additions

The following should be counted:

- a) number of physical units added;
- b) number of titles added.

NOTE This will frequently equal the number of new full catalogue records added.

6.2.6.3 Withdrawals

The number of physical units withdrawn should be counted.

6.2.7 Audiovisual documents

6.2.7.1 Stock

The number of audiovisual documents in the library collection should be counted:

- on analogue carriers (physical units);
- on digital carriers (physical units);
- networked or installed on stand-alone workstations (titles).

The categories should be subdivided by type:

- audio: music;
- audio: talking books;
- visual;
- combined audiovisual.

If the sub-unit counts are not available, the total count, irrespective of type, should be supplied.

NOTE Physical units will usually be CD cases, record sleeves or cassette, or video boxes.

6.2.7.2 Additions

Count the number of audiovisual documents added

- on analogue carriers (physical units),
- on digital carriers (physical units), and
- networked or installed on stand-alone workstations (titles).

The categories should be subdivided by type:

- audio: music;
- audio: talking books;
- visual;
- combined audiovisual.

If the sub-unit counts are not available, the total count, irrespective of type, should be supplied.

6.2.7.3 Withdrawals

Count the number of audiovisual documents withdrawn

- on analogue carriers (physical units),

- on digital carriers (physical units), and
- networked or installed on stand-alone workstations (titles).

6.2.8 Graphic documents

6.2.8.1 Stock

The number of physical units should be counted.

6.2.8.2 Additions

The number of physical units added should be counted.

6.2.8.3 Withdrawals

The number of physical units withdrawn should be counted.

6.2.9 Patents

6.2.9.1 Stock

Count the number of patents in the library collection:

- in print or microform format;
- in electronic format.

6.2.9.2 Additions

Count the number of patents added:

- in print or microform format;
- in electronic format.

6.2.9.3 Withdrawals

Count the number of patents withdrawn:

- in print or microform format;
- in electronic format.

6.2.10 Other library documents and items

6.2.10.1 Stock

The number of physical units should be counted.

Count the units handled: where articles are normally housed, issued and used in sets, boxes, or on sheets then the unit to be counted will be the 'handling' unit: for example, boxes or trays of tickets; sheets or albums of postage stamps; albums of photographs, etc. This will frequently correspond with the unit for cataloguing purposes. Items separately catalogued should normally be counted as separate units.

6.2.10.2 Additions

The number of physical units added should be counted.

6.2.10.3 Withdrawals

The number of physical units withdrawn should be counted.

6.2.11 eBooks**6.2.11.1 Stock**

The following should be counted:

- a) number of eBooks in the electronic collection (subscriptions);
- b) number of eBooks in the electronic collection (titles);

6.2.11.2 Additions

The following should be counted:

- a) number of eBooks added (subscriptions);
- b) number of eBooks added (titles);

6.2.11.3 Withdrawals

The following should be counted:

- a) number of eBooks withdrawn (subscriptions);
- b) number of eBooks withdrawn (titles);

6.2.12 Other digital documents**6.2.12.1 Stock**

Count the number of other digital documents in the library collection:

- on physical carriers (physical units);
- networked or installed on stand-alone workstations (titles).

NOTE Physical carriers are usually available for lending or use on stand-alone workstations in the library.

6.2.12.2 Additions

Count the number of other digital documents added:

- on physical carriers (physical units);
- networked or installed on stand-alone workstations (titles).

6.2.12.3 Withdrawals

Count the number of other digital documents withdrawn:

- on physical carriers (physical units);
- networked or installed on stand-alone workstations (titles).

6.2.13 Databases

6.2.13.1 Stock

Count the number of databases in the library collection:

- on physical carriers (physical units);
- on the local network or installed on stand-alone workstations (titles);
- on other servers where the library has acquired access rights (titles).

NOTE Library catalogues acquired and paid for to serve as reference databases are also counted here.

6.2.13.2 Additions

Count the number of databases added:

- on physical carriers (physical units);
- on the local network or installed on stand-alone workstations (titles);
- on other servers where the library has acquired access rights (titles).

NOTE The number of entries added to (and amended on) locally held databases may also be reported where this is feasible.

6.2.13.3 Withdrawals

Count the number of databases withdrawn:

- on physical carriers (physical units);
- on the local network or installed on stand-alone workstations (titles);
- on other servers where the library has acquired access rights (titles).

6.2.14 Current serials received (at the end of the reporting period; all formats: print, microform, electronic)

6.2.14.1 In print or microform

The following should be counted:

- a) number of current periodical subscriptions;
- b) number of current periodical titles;
- c) number of current newspaper subscriptions;
- d) number of current newspaper titles.

Reports that appear regularly and regular conference proceedings are to be included here as periodicals. Monograph series, other reports and proceedings of occasional conferences are to be included in 6.2.2 or 6.2.4.

NOTE Includes additional print licenses to titles held in electronic format.

6.2.14.2 Electronic serials

The following should be counted:

- a) number of current periodical titles held locally for electronic access;
- b) number of current periodical titles acquired for remote access;
- c) number of current newspaper titles held locally for electronic access;
- d) number of current newspaper titles acquired for remote access.

NOTE Includes additional electronic licenses for access to titles held in print format.

6.2.14.3 Serials in total

The following should be counted:

- a) number of current periodical subscriptions (all formats);
- b) number of current periodical titles (all formats);
- c) number of current newspaper subscriptions (all formats);
- d) number of current newspaper titles (all formats).

NOTE The number of multiple subscriptions can be calculated from the difference between a) and b) and between c) and d), respectively.

6.2.15 Free Internet resources

Number of links to unique free Internet resources (digital documents, databases, electronic journals, etc.) which have been catalogued by the library in its OPAC or a database.

6.3 Library use and users

6.3.1 General

The use of electronic library services except electronic document delivery (see 6.3.12) and electronic reference service (see 6.3.8) is in accordance with Annex A.

6.3.2 Users

The following should be counted:

- a) number of registered users (at the end of the reporting period);
- b) number of those newly registered (during the reporting period);
- c) number of active borrowers;
- d) number of active users.

NOTE 1 If enrolling (registering) in the institution automatically includes registration for the library, the number of registered users will equal the size of the population to be served.

NOTE 2 The count of active users may be established either by a direct *identity* count at the entry or exit, by a population sample survey or by a sample of users to establish the proportion to be added to c) above.

NOTE 3 See also B.2.2.1.

6.3.3 Loans (excluding interlibrary lending)

Loans are counted in the following categories:

a) number of loans to users that allow removal from the library premises (ordinary loans) including:

- number of initial loans (excluding on-site loans);
- number of user-initiated renewals;
- number of eBooks (on eBook readers);
- number of eBooks (contents only transmitted to users);

Copied documents supplied in place of original documents (including fax) and printouts of electronic documents made by library staff for the user should be counted separately.

NOTE 1 Short loans are included.

NOTE 2 Loans to distance users delivered by mail are included.

NOTE 3 See also B.2.2.2.

b) number of on-site loans.

6.3.4 Physical units on loan

Count the number of physical units on ordinary and on-site loan on a specified day.

NOTE These may be counted in addition to loans, at specific times of year that represent an average activity level.

6.3.5 In-house use

Count the number of physical units removed from open-access shelves by users for use on the premises, including browsing at the shelves. This count may be estimated by one of several methods:

- reshelving count;
- observation studies;
- user questionnaire (handed out before the search).

The method used should be reported.

The annual total is to be established from a sample count. The sample should be taken in one or more normal weeks and grossed up (see also 4.2.2).

On-site loans should, if possible, be excluded or deducted (to avoid double counting with 6.3.3).

6.3.6 Physical units in use within the library

Count the number of physical units that are used in-house on a specified day.

NOTE These may be counted in addition to in-house use, at specific times of year that represent an average activity level.

With some counting methods, the results might include items on ordinary and on-site loan being used in the library. These should be deducted to avoid double counting with 6.3.4.

6.3.7 Reservations

Count the number of transactions initiated by the user.

6.3.8 Information requests

Count the number of information requests (see also B.2.2.3).

Count the number of these delivered to the library by electronic media (via email, the library website or other networked communications mechanisms).

It is essential that libraries do not include directional or administrative inquiries (see 3.3.7).

The annual total is to be established from a sample count. The sample should be taken in one or more normal weeks and grossed up (see also 4.2.2).

6.3.9 Copying

6.3.9.1 Photocopies and microforms produced by libraries

Count the number of copies replacing original documents produced by libraries for their users (excluding those made by self-service copying machines installed on library premises and those made for interlibrary lending):

- a) number of sheets photocopied;
- b) number of physical units microfilmed;
- c) number of sheets printed out.

NOTE Copies in electronic form are counted as electronic document delivery (see 6.3.12).

6.3.9.2 Photocopying by users (from non-electronic resources)

The following should be counted:

- a) number of sheets copied in self-service by users on the library premises (normally taken from the counter on the machine);
- b) number of sheets scanned in self-service by users on the library premises.

6.3.10 Interlibrary lending within the country

6.3.10.1 Interlibrary lending requests received from other libraries

The following should be counted:

- a) total number of requests received from other libraries;

b) number of interlibrary lending requests satisfied, by form:

- number of loans supplied (original documents);
- number of copies in print form in place of original documents.

If the sub-unit counts are not available, the total count, irrespective of form, should be supplied.

6.3.10.2 Interlibrary lending requests made to other libraries

The following should be counted:

- a) total number of interlibrary lending requests made to other libraries;
- b) number of responses to interlibrary lending requests received by form:
 - number of loans received (original documents);
 - number of copies in print form in place of original documents.

If the sub-unit counts are not available, the total count, irrespective of form, should be supplied.

6.3.11 Interlibrary lending at the international level

6.3.11.1 Interlibrary lending requests received from other countries

The following should be counted:

- a) total number of requests received from other countries;
- b) number of interlibrary lending requests satisfied by form:
 - number of loans supplied (original documents);
 - number of copies in print form in place of original documents.

If the sub-unit counts are not available, the total count, irrespective of form, should be supplied.

6.3.11.2 Interlibrary lending requests made to other countries

The following should be counted:

- a) total number of interlibrary lending requests made to other countries;
- b) number of responses to interlibrary lending requests received by form:
 - number of loans received (original documents);
 - number of copies in print form in place of original documents.

If the sub-unit counts are not available, the total count, irrespective of form, should be supplied.

6.3.12 Electronic document delivery (mediated)

Count the number of documents transmitted by a library from its collection in electronic format:

- with charge;
- without charge.

NOTE 1 Counts may be additionally subdivided as to the number of direct deliveries to end-users and those via another library.

NOTE 2 Unmediated downloading by users who have access to the library's electronic resources is not counted as electronic document delivery but is in accordance with Annex A.

6.3.13 External document supply

Count the number of documents in print or digital form received from non-library suppliers (not through interlibrary lending) with the library being involved in the transaction and/or the payment by form:

- print;
- electronic.

6.3.14 Events organized by the library

The following should be counted:

- a) number of exhibitions;
- b) number of events (including virtual events), typically with a literary, cultural or educational intent.

NOTE See also B.2.2.4.

6.3.15 Visits

Count the number of visits made by users to the library premises annually. This may be counted at either entrance or exit by one of the following methods:

- turnstile count;
- electronic counter;
- manual count.

Any of these methods, but particularly the manual count, may be used for one or more sample time periods and grossed up to give an annual estimate. The method used should be reported. Where necessary, the count should be adjusted to deduct entrances and exits of library staff.

6.3.16 User orientation and training

The following should be counted:

- a) total hours of user training undertaken by the library, either in the orientation of collections, services and facilities or in the use of information sources;
- b) number of attendances at user-training lessons;
- c) hours of user training on electronic services undertaken by the library;
- d) number of attendances at user-training lessons on electronic services;
- e) number of hours users have accessed web-based training services offered by the library.

NOTE c) is a subset of a); d) is a subset of b).

6.4 Access and facilities

6.4.1 Opening hours

Count the number of hours when the main services are available to users during a normal week:

- a) in the central/main library;
- b) in branch libraries (average).

6.4.2 Days open

Count the number of days during the reporting period when the main services were available to users:

- a) central/main library;
- b) branch libraries (average).

6.4.3 Seats

Count the number of seats available in the library to users at the end of the reporting period.

Count the number of these where users can connect their own computers to the library network.

6.4.4 Workstations

The following should be counted:

- a) number of workstations in the library available to users:
 - number of these networked;
 - number of these connected to the Internet;
- b) number of printers available for public use;
- c) number of scanners available for public use;
- d) number of eBook readers available for public use;
- e) number of workstations available only to staff.

NOTE: The total of library computer workstations is represented by the sum of a) and e). Each workstation in a) can appear in several subsets.

6.4.5 Space

6.4.5.1 Net usable area for library functions

The net usable area is expressed in square metres.

It includes space for readers and reading areas, materials shelving and storage areas, staff working areas, space for services to clientele, public service desks, exhibit space, equipment areas, aisles, and all other space used for library resources and services. It excludes vestibules, lobbies, traffic areas, janitorial or custodial storage and service areas, rest rooms, staff recreation areas, cafés, elevators, stairway space, building corridors, space occupied by heating ventilation and cooling devices.

Separate figures may be given for main library and branch libraries.

6.4.5.2 Net usable area by function

The net area calculated in 6.4.5.1 may be allocated to the following main functions:

- a) user services: includes space for reading, studying, information delivery, computer terminals and any other services delivered to users, also open-access storage areas as integrated parts of user service areas;
- b) library operations: includes receipt of materials, bindery, acquisitions, cataloguing, computing and management;
- c) materials storage: includes all areas devoted principally to storing materials, whether open access or closed;
- d) events, etc.: includes seminar and meeting rooms, space for meetings and story telling, and formal exhibition space.

The total of a), b), c) and d) should be equal to the area reported in 6.4.5.1.

6.4.5.3 Gross measured area of library buildings

The gross measured area is expressed in square metres.

This is the total space in the library building or buildings and will include those areas specifically excluded from 6.4.5.1.

NOTE Areas devoted to cafes and staff recreation areas may be reported separately.

6.4.5.4 Shelf counts

The following should be counted:

- a) number of linear metres of shelves occupied by total stock;
- b) number of linear metres occupied by collections on open-access shelves.

6.4.6 Catalogue records

Count the total number of catalogue records at the end of the reporting period:

- percentage of these automated;
- number of catalogue records added during the year.

6.4.7 Photocopiers

Count the number of photocopying machines available for unmediated use by users.

6.5 Expenditure (during the reporting period)

6.5.1 Operating (ordinary) expenditure

6.5.1.1 On employees

The following should be counted:

- a) total amount of money spent on salaries and wages, allowances and other employee benefits, and other related expenditure;
- b) costs of staff training.

NOTE Staffing costs spent on training are excluded.

6.5.1.2 On acquisitions

Count the costs of all items added to a library collection for the benefit of users by resource type:

- a) printed books;
- b) printed serials;
- c) non-electronic audiovisual documents;
- d) other non-electronic documents;
- e) databases;
- f) electronic serials ;
- g) digital documents (excluding eBooks);
- h) eBooks.

NOTE 1 Subsets a) to d) may be amalgamated to give a sub-total for "print or other material".

NOTE 2 Subsets e) to h) may be amalgamated to give a sub-total for the electronic collection.

NOTE 3 Value-added taxes, sales and service taxes or other local taxes are included. Their inclusion may affect international comparisons.

6.5.1.3 On external document supply and interlibrary lending

Count the costs of document deliveries from non-library suppliers that are mediated by the library and costs of interlibrary lending.

Costs for loans supplied by the library should be counted separately.

6.5.1.4 On collection maintenance

The following should be counted:

- a) costs of binding, preservation and conservation where carried out by outside contractors;
- b) costs of digitization where carried out by outside contractors.

Figures for the rare book collection should be given separately.

6.5.1.5 On premises

Count the costs of rent, maintenance and services (heat, light, water, sewage).

6.5.1.6 On automation

Count the costs of computer, network (operations and maintenance), software licenses and telecommunications.

6.5.1.7 Miscellaneous

Count all other costs including cataloguing records, copying, postage, promotion of services, stationery, insurance, transport and communications, consulting, equipment costs and interest payments on debt, if applicable.

6.5.2 Capital expenditure

The following should be counted:

- a) expenditure for the acquisition of, or addition to, building sites, new buildings and extensions;
- b) expenditure on computer systems (hardware and software);
- c) all other capital expenditure including furniture and equipment.

Books and other materials acquired for a new or extended library building should normally be entered as capital expenditure, not as costs of acquisition.

6.5.3 Income and funding

The following should be counted:

- a) funding from the library's own institution or parent authority;
- b) funds from other public sources;
- c) funds from corporate and private sources (including donations);
- d) special grants, i.e. grants of a non-recurrent nature to fund (or partly fund) major projects;
- e) income generated, i.e. the income generated by library operations and from fees, charges, subscriptions and donations that is available to the library for expenditure.

6.6 Library staff (at the end of the reporting time period)

6.6.1 General

In counting library employees, the concept of full-time equivalent (FTE) should be used to convert figures for the number of part-time workers to the equivalent number of full-time workers.

EXAMPLE If out of three persons employed as librarians, one works quarter-time, one works half-time, and one works full-time, then the FTE of these three persons would be $0,25 + 0,5 + 1,0 = 1,75$ librarians (FTE).

6.6.2 Total staff

The following should be counted:

- a) total number of people employed by the library;
- b) number of employees (full time equivalent, FTE):
- c) of a) and b), the total number of staff being funded from sources outside the library's own institution or parent authority (full-time equivalent, FTE).

NOTE Volunteers are excluded.

6.6.2.1 Professional staff

Count the number of professional staff members (FTE).

6.6.2.2 Qualified specialist staff

Count the number of qualified specialist staff members (FTE).

6.6.2.3 Other staff

Count the number of other staff members (FTE).

6.6.3 Volunteers

Count the number of voluntary non-remunerated assistants (FTE).

6.6.4 Staff training

The following should be counted:

- a) staff hours of formal training received (during the reporting period);
- b) number of staff who have received formal training (during the reporting period).

NOTE Training may be received in-house or outside the library.

Annex A **(normative)**

Measuring the use of electronic library services

A.1 General

Libraries today provide electronic as well as traditional services. With new forms of information resources developing and new possibilities for document delivery, the use of electronic library services is growing rapidly.

Ways of providing and delivering information have changed fundamentally and will continue to change in years to come. Nevertheless, libraries cannot wait for consolidation of this process, but must try to measure and report their activity in this field. Traditional statistics on collection building and use can only show part of a library's current performance. Therefore, this International Standard contains definitions of statistical measures for electronic as well as for traditional library services.

While most traditional statistics can be produced by the library itself, statistical data for electronic services, especially for their use, must be collected from different sources: vendors and suppliers, computing centres and library consortia will be involved. At this time, it is important that libraries reach agreement about the statistical data they need to evaluate their services, and that they negotiate with vendors and suppliers of information resources and suppliers of automated library systems to provide such data.

This International Standard sets out to define

- the various forms of electronic library services,
- the various forms of electronic information resources, and
- the various forms of use of electronic services.

Definitions and collection of data for electronic information resources and electronic document delivery are covered in the main text of this International Standard, because in this area it seems possible, at this time, to find definitions that are reliable.

Statistics for the use of electronic services are dealt with in this annex, because, in this area, for some time, statistics might be incomplete and methods of data collection are likely to change quickly because of rapid technological developments.

A.2 Issues of measuring the electronic collection

In contrast to conventional resources, electronic resources often have no physical form and boundaries, and this will affect the measurement of both collection and use.

Documents can consist of several files or elements (text, image, multimedia) and be embedded in web frames. Also, the same document may look different when viewed through different web browsers. Furthermore, the contents of electronic resources (whether individual full texts or those in databases) can undergo changes over time. Uniform Resource Identifiers (URI) are becoming more widespread and support the clear identification of documents.

Databases can be configured to combine and sort information so that every search command may constitute a new object (document). Active Server Page (ASP) technology, for example, allows the generation of a web page out of a number of database entries upon each request. These cannot be counted as documents prior to their generation, and it is difficult to measure use.

As abstracts and indexing, full text, and other databases begin to merge into complex database products, it becomes increasingly difficult to differentiate between them. Therefore, subdivision is only proposed as an optional measure in Annex B. In the future, many differences between electronic serials and full-text databases will be likely to diminish as well. A precise count of their number will therefore become difficult.

Many resources (electronic serials, databases, or digital documents) can be accessed free on the Internet, and libraries may catalogue and index some of these. This is dealt with in the main text of this International Standard (see 6.2.15).

A.3 Issues of measuring use

Communication on the Internet may be described as stateless and transaction-based. Some significant parameters of these transactions will be recorded by each web server. Dependent on individual settings, the statistical information will be gathered in one or more "log files". In their standard setting, called "Common Log file Format" (CLF), seven basic parameters are recorded. Among these are: the requesting IP address (unique Internet Protocol number attached to each Internet computer), authentication information, a time stamp, the transfer success status and the transfer volume. The CLF can be extended by two more parameters, i.e. the referring link and the computer's browser and operating system. Log files therefore only collect statistical data on transactions between Internet computers; time-based data (e.g. search time, time of document or resource exposure) can only be assessed if web log-mining tools are being operated to analyse site or server traffic.

In order not to affect the usability of electronic collections, personal authentication is rarely implemented by libraries. Use by members of the population to be served, however, can only be determined if some identification information is being recorded. For the purpose of measurement, a request is therefore regarded as being originated by a member of the population to be served if the IP address belongs to the library or institution/legal service area. The access to paid-for electronic library services (e.g. acquired or licensed databases, serials, etc.) is usually authenticated for lists or blocks of IP addresses. It must therefore be presumed that all successful requests will have been originated by members of the population to be served. Requests for free services (e.g. OPAC and library website), however, are impossible to validate in total. While access from inside the institution (identified by IP addresses) is assumed to originate from members of the population, remote use (e.g. from computers at home) will generally be anonymous. Furthermore, individual IP addresses using the same proxy server will not be recognizable, as only the IP address of the proxy will be recorded in the log file.

At the time of writing, a wide range of software tools are available to extract and analyse descriptive statistical information from log files, and a number of online statistics suppliers offer professional guidance in collecting and presenting log data. It must, however, be recognized that the quality and precision of statistics for web-based electronic collections will vary in a number of areas.

Many paid-for electronic collections must be accessed on remote (supplier) servers. Although an increasing number of suppliers nowadays use statistics of electronic resources in accordance with a variety of guidelines (including ICOLC and others), libraries are dependent on suppliers for the completeness and quality of the data made available to them, and results are difficult to compare.

Most Internet providers use proxy servers, and users can activate local cache files in their browsers to store copies of documents that have previously been accessed. In a proxy server environment, repeat requests for a document are supported within caches/proxies instead of through the document server, thereby shortening the time of transmission. As these requests will not reach the document server, no statistical entry will be recorded in the log file, and the number of requests counted will underestimate the amount of real use. Individual browser cache settings can add more complications, however, because some professional web-analysis tools (many of them developed to measure web advertising) can induce computers to ignore the stored copy and instead newly request the document.

Not all requests of a page can be regarded as use: search engines will usually request websites for indexing purposes, and library website administrators will access their pages as most of them are subject to frequent maintenance. The number of requests counted will therefore overestimate the amount of real use. These entries can be removed if the requesting IP address is being recorded in the file. If no automatic filtering is available, the total count must be diminished manually by these page requests.

A.4 Electronic services

A.4.1 General

The following electronic services at present offered by libraries are defined in 3.3.5:

- OPAC;
- library website;
- electronic collection;
- electronic document delivery (mediated);
- electronic reference service;
- user training on electronic services;
- Internet access offered via the library.

The following services and facilities, although covered by the definition in 3.3.5, are dealt with elsewhere:

- electronic collection on physical carriers;
- electronic document delivery;
- equipment for the use of electronic services;
- user/staff training on electronic services;
- electronic reference service.

The necessary equipment (see 6.4.4) and user training in the use of electronic services (see 6.3.16) are not regarded as integral parts of electronic-library-services provision itself but rather as the essential environment.

Electronic information requests are regarded as an additional communication medium for information inquiries. Data concerning electronic reference inquiries are therefore collected together with other information requests (see 6.3.8).

Electronic resources on physical carriers will either be issued on loan or provided on stand-alone workstations for their in-house use. Their use will, therefore, be included in the number of loans (see 6.3.3) or as in-house use (see 6.3.5).

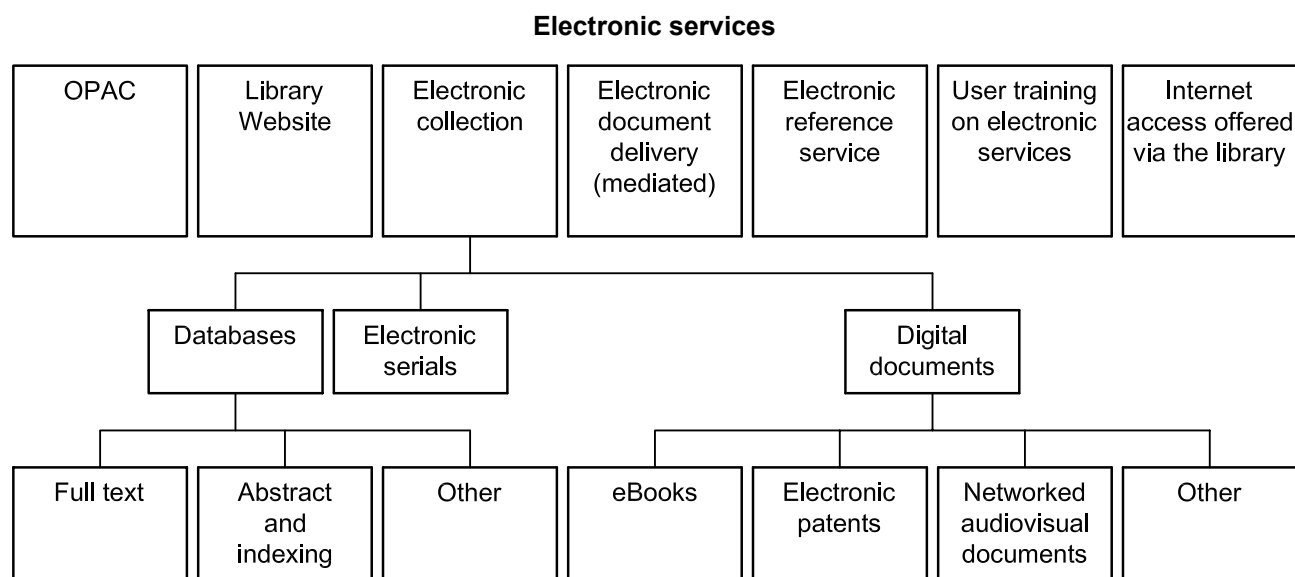


Figure A.1 — Diagram for relevant electronic services

Procedures to count mediated electronic document delivery are dealt with in Clause 6 together with all lending and mediated document delivery activities (see 3.3.4 and 6.3.12). Only unmediated access to electronic data is dealt with in this annex.

The diagram in Figure A.1 does not show the way in which a user accesses the different services. It displays the interconnection of definitions in Clause 3. The dotted lines refer to the optional categories of databases given in B.2.1.7.

A.4.2 Electronic collection

The most important electronic service is the electronic collection (see 3.2.12) which consists of

- digital documents,
- databases, and
- electronic serials.

Their definitions and data collection procedures for stock and acquisition are treated in Clause 3 and 6, respectively.

Digital documents, as defined in 3.2.9, include eBooks, electronic patents, networked audiovisual documents and other digital documents.

Patents are defined in 3.2.27 as a special group of documents and include all formats (print, microform, electronic). The use of electronic patents should nevertheless be included here together with all other digital documents.

All relevant electronic services are shown in Figure A.1.

A.5 Use of electronic services

A.5.1 General

During the last few years, various libraries and institutions have tested datasets that could be used to assess the amount and the different ways of use of some or all electronic library services. Testing is still in progress

and reports show that data derived from vendor systems, automated library systems, or library servers may differ considerably. A few measures have been developed that the participating libraries deem most useful and that may turn out to be reliable when based on the same definitions and the same methods of data collection.

A.5.2 Forms of use

A.5.2.1 Introduction

The main questions are as follows. How many times have users accessed an electronic library service? and

How many documents (citations or elements of information) did they find that they thought relevant?

Four core datasets have been identified which should, if possible, be collected for all services, separately for each service as well as summed for all services (see A.5.4):

- number of sessions;
- number of documents downloaded;
- number of records downloaded;
- number of virtual visits;

In addition to these core datasets which provide basic information on the use of electronic services, some additional data have been found relevant and should be collected when possible and appropriate:

- session time;
- number of rejected sessions (turnaways);
- number of searches (queries);
- number of Internet sessions.

All data refer to the use of the library collection, the library's website, the OPAC and Internet access via the library, and not to users accessing documents on the Internet that are publicly available and free via the Internet access in the library.

Table A.1 shows the data concerning the use of the library's electronic services that are considered necessary and useful for collection by libraries, as described in this annex.

Table A.1 — Data concerning use of the library's electronic resources

Data	From inside the library (population to be served)	From elsewhere inside the institution (population to be served)	From outside the institution (population to be served)
Number of sessions	X	X	X
Session time	X	X	X
Number of rejected sessions (turnaways)	X	X	X
Number of documents downloaded	X	X	X
Number of records downloaded	X	X	X
Number of searches (queries)	X	X	X
Number of virtual visits		X	X
Number of Internet sessions	X		

A.5.2.2 Number of sessions

A session is defined as a successful request of a database or the OPAC. It is one cycle of user activities that typically starts when a user connects to a database or the OPAC and ends by terminating activity in the database or OPAC that is either explicit (by leaving the database through log-out or exit) or implicit (timeout due to user inactivity) (see 3.3.21).

For multiple databases compiling several individual databases, further information should be provided as to the separate databases hosted.

Accuracy problems: In some cases, e.g. OPAC use inside the library, several users might make use of the same workstation one after the other, and sessions could not be separated. In most systems, a session is cut off after a specified time of non-use, thus avoiding part of the problem. The average timeout setting would be 30 min. If another timeout period is used, this should be reported. Browser or proxy caching will be likely to reduce the number of requests registered in logfiles.

A.5.2.3 Number of documents downloaded

A document downloaded is defined as the full text of a document, or part of a document, in the electronic collection that is delivered to a user (see 3.3.3). This includes full-text documents downloaded from electronic serials or databases.

Downloading documents, or parts of documents, from the library collection proves that the users have found items that they consider relevant.

A.5.2.4 Number of records downloaded

A record downloaded is defined as a catalogue record or database entry fully displayed during a session on a database or the OPAC (see 3.3.15). Downloading records from a database or the OPAC proves that the users have found bibliographical or other information that they consider relevant.

A.5.2.5 Number of virtual visits

A virtual visit is defined as a user's request on the website from outside the library premises, regardless of the number of pages or elements viewed. (see 3.3.25).

Virtual visits may be compared to traditional library visits.

A.5.2.6 Session time

Session time is defined as the period of time between a log-in to and an implicit or explicit log-off from a database or the OPAC (see 3.3.22). This count gives additional information on the intensity of use of a certain service.

Accuracy problems: The search time depends on many variables. These include the ease of handling (manuals, online help functions and self-explanatory menus), users' experience and automatic log-off settings. A long connect time, therefore, does not always reflect the users' interest in the service.

A.5.2.7 Number of rejected sessions (turnaways)

A rejected session (turnaway) is defined as an unsuccessful log-in to an electronic service by exceeding the simultaneous user limit (see 3.3.17). Failure of log-in because of wrong passwords is excluded.

This dataset shows how far the simultaneous user limit is sufficient for users' interest.

Accuracy problems: The number of sessions exceeding the simultaneous user limit cannot always be differentiated from other rejections, e.g. missing or mistyped passwords.

A.5.2.8 Number of searches (queries)

A search is defined as intending to represent a unique intellectual inquiry. Typically, a search is recorded each time a search request is submitted to the server (see 3.3.20).

Accuracy problems: Mistyped search strings do not represent unique intellectual inquiries. In practice, however, libraries will have difficulties to differentiate these unintended searches from intended, but unsuccessful searches.

A.5.2.9 Number of Internet sessions

An Internet session is defined as Internet access by a user from a workstation provided on the library premises (see 3.3.9). This dataset shows to what extent the library provides access to the Internet for their users via its workstations.

Accuracy problems: The number of Internet sessions can only be counted if users have registered or authenticated themselves when accessing the Internet. If these data are not available, the number might be estimated by surveying users.

A.5.3 Location of use

In order to know how far electronic library services enlarge the range of library services and increase their market penetration, it is important to know the provenance of each use. Three locations should be differentiated:

- a) inside the library;
- b) outside the library, but inside the institution or authority (population to be served);
- c) outside the institution or authority (population to be served).

Accuracy problems: Uses inside the library may include those by external users (outside the population to be served), so that locations a) and b) together would not always show the exact number of uses by the population to be served. It may be difficult to distinguish between use by the population to be served and use by external users. Reliable results can be obtained from access systems requesting identification for every session. Controlled access is generally needed for bought or licensed services, and identification/authentication systems will probably be introduced widely to resolve this problem.

A.5.4 Data collection for separate services**A.5.4.1 General**

As forms of use and problems of measuring are different for separate services, e.g. OPAC, electronic collection, web site, data for each type of service should be collected separately. Data may also be collected for single databases.

A.5.4.2 OPAC

Data are usually available from the library's system. Many OPACs offer immediate order and/or availability check functions for chosen titles. The number of searches (queries) and records downloaded should be counted in addition to the number of sessions.

A.5.4.3 Electronic collection

Data are available either from the library's own servers or from vendors/suppliers. The delivery of statistical data should be included in license agreements.

For electronic serials and digital documents, the most important dataset will be the number of documents downloaded.

For databases, the number of searches (queries), documents downloaded and/or records downloaded should be counted in addition to the number of sessions.

For all license-based resources, especially databases and electronic journals, libraries will need the number of rejected sessions to monitor the number of licenses required and to assess market saturation.

A.5.4.4 Library website

Data concerning visits to the site can be recorded by log, analysis software. A virtual visit to the website includes every request of a single page if it has been linked from outside the website. Sessions on a general entrance or gateway page should be excluded. Hits from search engines logging into a web site on their search for relevant words or terms should also, if possible, be excluded.

A.5.4.5 Internet access

The number of sessions on the Internet from access points inside the library should be counted separately from sessions on the library's own electronic services, as this service offers technical access facilities rather than information from the library collection. Data collection will therefore be limited to counting Internet sessions rather than documents accessed, as most free Internet resources are outside the scope of the electronic collection (see 3.2.12).

A.6 Survey data

A.6.1 General

The data described in A.5 may not cover all varieties of use and some data may be of doubtful validity. Therefore, to corroborate these statistics, and to get better information on the use of electronic services, additional survey work is recommended.

A.6.2 Methods

A.6.2.1 General survey

To assess the market penetration of electronic service, a general survey, in written or e-mail form, may be sent to a sample of the population to be served.

A.6.2.2 Specific survey

To assess specific forms of use, a questionnaire or interview can be arranged. This should be completed directly after the use of an electronic service or after a library visit.

Alternatives are as follows:

- a) written questionnaire handed to users when leaving workstations or the library;
- b) interview with users on leaving workstations or the library;
- c) online form available after log-off from an electronic service;
- d) user-written diary/protocol placed at the workstation (for immediate recording).

A.6.3 Questions

A.6.3.1 Introduction

Surveys could cover the questions listed in A.6.3.2 to A.6.3.4.

A.6.3.2 Both surveys

For demographic criteria, the subdivisions from B.2.2.1 can be applied.

A.6.3.3 General survey

a) Frequency of use (average times of use per week/month), with separate data for

- OPAC,
- electronic collection,
- library website, and
- Internet access (access from within the library).

b) Preferred location of use:

- inside the library;
- elsewhere inside the institution/authority;
- outside the institution/authority.

Further categorization of answers is possible and is recommended, particularly to provide more detailed analysis of use of the electronic collection and of the Internet.

A.6.3.4 Specific survey

a) Service used:

- OPAC;
- electronic collection (specific document or database to be named);
- library website;
- Internet (access from within the library).

b) Ease of use:

- number of sessions;
- number of rejected sessions;
- number of unintentional log-offs.

c) Output:

- number of documents or records downloaded;
- number of documents downloaded onto local storage facilities;
- number of documents printed out.

Annex B (normative)

Recommended categories for further statistical analysis

B.1 General

In addition to the statistical categories defined in Clause 3, this annex recommends categories for additional analysis. It is recognized that many of these categories are capable of subdivision according to local and/or national needs and this is to be encouraged. The categories in this annex are those recommended for the purposes of international comparisons.

When further categorization is undertaken, care must be taken to ensure that the appropriate definitions are used for each count so that the totals for the subcategories are capable of being aggregated to provide a reliable count for the categories given in the main text of this International Standard.

B.2 Extensions of given categories already defined in the main standard

B.2.1 Collections and expenditure

B.2.1.1 Introduction

The main text of this International Standard subdivides as to types of resources. In addition, it is recommended that stock, additions and expenditure be subdivided as in B.2.1.2 to B.2.1.7.

B.2.1.2 Subject

For public and school libraries, the following categories are recommended:

a) by topic:

- fiction;
- non-fiction;
- reference.

b) by target group (public libraries only):

- adult;
- children (up to and including age 14).

The topic and target group could be combined (e.g. adult non-fiction).

For libraries of an institution of higher education and special libraries, the following categories are recommended:

- general, reference;
- theology and religion;
- language and literature;

- philosophy, psychology, biography and history;
- art, design, performing arts, architecture and sports;
- biological science and chemistry;
- medicine (including clinical, pre-clinical, allied to medicine);
- physical science (including geo-sciences);
- engineering and technology;
- mathematics, computing and information technology;
- social science;
- education;
- business and management;
- law.

B.2.1.3 Mode of acquisition

The number of physical units added by

- purchase and licensing,
- exchange,
- donation, and
- legal deposit right.

B.2.1.4 Loan collection

The number of physical units available for circulation.

B.2.1.5 Country of production

The number of physical units added and/or acquisition expenditure

- national production;
- production of all other countries.

B.2.1.6 Language of document

The number of physical units added and/or acquisition expenditure:

- national language/s;
- all other languages.

NOTE Public libraries in particular could split up “all other languages” into cultural groups.

B.2.1.7 Database type

The number of titles and additions by type:

- abstract and indexing;
- full text;
- other.

The subdivisions above should, if chosen, be applied to stock, additions and expenditure.

NOTE 1 Library catalogues acquired and paid for to serve as reference databases are also counted as abstract and indexing databases.

NOTE 2 If possible, the number of entries in full-text databases can be reported.

B.2.2 Library use and users

B.2.2.1 Types of users

The number of users and uses may be differentiated according to the type of user.

A public library could categorize the following user groups:

- a) individual user:
 - child (up to and including age 14);
 - adult;
 - adult (> 65 years);
- b) institutional user;
- c) library staff;
- d) other target groups, e.g. users served at home.

Further subdivisions can be made as to gender, profession and type of institution.

For a library of an institution of higher education, the subdivision could be as follows:

- 1) undergraduate student (full-time/part-time);
- 2) graduate student (full-time/part-time);
- 3) faculty/research staff;
- 4) library staff;
- 5) professional user (personal/corporate);
- 6) other external users.

NOTE Further subdivisions for 1), 2) and 3) can be made by faculty.

For a school library, the following categories could apply:

- pupils;
- teaching staff;
- other users.

B.2.2.2 Other categories of loans

To analyse loans, use the categories specified for stock, additions and expenditure in B.2.1.

The following categories can also be counted:

- a) number of short loans (less than three days, and included in loans in 6.3.3);
- b) number of physical units of material delivered regularly to organizations as a deposit for their members (not counted as loans in 6.3.3 because outside the definition in 3.3.11);
- c) number of loans to adults;
- d) number of loans to children.

B.2.2.3 Information requests

Requests may be subdivided into the following:

- retrieving specific documents (in the library or in catalogues, databases, bibliographies);
- advice on sources or reading for a certain subject/topic;
- reference queries (search for special facts, data, etc. conducted by the librarian);
- value-added information service (typically with fees and exceeding a certain time limit).

In the case of several aspects of one request, the main topic should be decided on.

NOTE Libraries may consider additional and separate counts of requests for directional and administrative assistance (see 3.3.7).

B.2.2.4 Attendance at events

The total number of attendances at events according to the type of events:

- exhibitions;
- other events, typically with a literary, cultural or educational intent;

and according to types of users:

- children;
- adults.

B.2.3 Access and facilities

Number of catalogue records added (see 6.4.6) by subsets:

- copy cataloguing (records bought or taken over from other sources);
- original cataloguing;
- retrospective cataloguing.
- subject cataloguing.

B.3 Further categories (not included in the main text of this International Standard)

B.3.1 Introduction

Other aspects of collection and service may also be counted to reflect special types, tasks and/or stocks of libraries.

B.3.2 Doctoral dissertations

Number of titles and additions by format (appropriate for libraries of an institution of higher education):

- print;
- microform;
- electronic form.

B.3.3 Government documents

Number of documents and additions by format:

- print;
- microform;
- electronic form.

B.3.4 Rare-book collections

Typically, count physical units and additions in these categories:

- a) rare books (published before 1800);
- b) incunabula;
- c) manuscripts:
 - occidental;
 - oriental;
 - fragments and rolls;
 - autographs;
 - music manuscripts and autographs;
 - archives and records concerning private persons, institutions and organizations (collections containing manuscripts, letters, notes, photos, and other material given by bequest to the library or purchased as such by, or on behalf of, the library).

Other categories might apply.

B.3.5 Indexing

Number of records indexed for bibliographic services and databases (particularly appropriate for special libraries and/or libraries of an institution of higher education).

Annex C (normative)

Grossing up

This annex refers to the compilation of national statistics and other aggregated statistics.

Completeness of data must always be the aim. Where the actual data returns are unavoidably incomplete, it is necessary to supplement the actual returns with estimates that provide the best representation of the complete picture. This process, commonly called “Grossing up”, is best described by way of an example.

EXAMPLE If only 12 out of 15 university libraries have supplied data, the data will need to be “grossed up” to represent all 15. This may be done in one of several ways.

- a) Approximately, by applying a multiplication factor of $15/12$, or an increase of $3/12 = 25\%$.
- b) Preferably, by taking account of the size (user population) of the missing library authorities.

EXAMPLE If missing universities have 20 000 students and the universities that have supplied data have 110 000 students, the multiplication factor is $130/110$ or an increase of $20/110 = 18\%$.

NOTE Variables other than the user population may be used as weights for this exercise.

- c) The calculations in b) may be carried out separately for sets of libraries in different categories (typically by size) with the results then accumulated for the sector.
- d) It may also be possible to use figures from previous years as surrogate data for an individual institutions' results.

EXAMPLE Where 1997 data are missing from one (or more) institutions, but 1996 returns showed expenditure from those institutions of 300 000 and the average increase for all institutions which supplied data in both years is 4 %, then an estimate for 1997 for the missing institution(s) will be $300\,000 \times 1,04 = 312\,000$. This is then added to the available data to give an estimate for the whole sector.

- e) An estimate for a missing variable may be made from data supplied for another variable. For instance staff costs (missing) may be estimated from staff numbers (supplied) by using an average cost per member of staff from other authorities.
- f) A combination of these methods may be used as appropriate.

These procedures are only valid where missing data is from libraries that are broadly representative. Special procedures may be called for where missing data are concentrated in untypical libraries. (Such “untypical” libraries may, for example, be university libraries catering only for postgraduate students or film libraries with relatively small collections of printed material.)

The extent of estimation should be indicated in the published statistics with a note to explain the procedure(s) adopted. The original (incomplete) data may also be published.

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2) To be published.

Index of defined terms

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